

Commercial Cleaning Visit Report

A commercial and office cleaning visit report: each area with the tasks done, a rating against the standard, issues and photos, consumables, COSHH, client comments and sign-off.

1. Visit

Project

Client

Site *

Site address

Site entrance (GPS)

On contracts with several sites, tap Mark current location on arrival, so each report shows where the visit happened. Mark current location works on web forms today; the app version is on its way.

Visit date *

Time

Cleaner or team leader *

Visit (choose one)

☐ Daily clean ☐ Weekly clean ☐ Periodic or deep clean ☐ Quality check

Hours on site (team total)

Contracted hours for this visit

From the specification or the rota. Leave blank if the contract is priced by output.

Hours against the contract (if applicable; worked out automatically in the app)

Contract hours (if applicable; worked out automatically in the app)

If applicable: Fewer hours on site than the contract allows for this visit. Note why in the client comments, for example a site closed early, and whether the time will be made up.

Are COSHH assessments and safety data sheets on site for the products used?

☐ Yes ☐ No

If applicable: COSHH regulation 6: work that could expose employees to a hazardous substance must not start until the risk has been assessed, taking account of the safety data sheet. Have the assessment and data sheet for each product before it is used.

2. Areas

Areas cleaned (copy this block for each one)

Area *

Type (choose one)

- ☐ Office
- ☐ Reception
- ☐ Meeting room
- ☐ Kitchen or tea point
- ☐ Toilets and washrooms
- ☐ Stairs and corridors
- ☐ Other

Tasks done (tick all that apply)

- ☐ Desks and surfaces
- ☐ Touch points (handles, switches, lift buttons)
- ☐ Floors vacuumed
- ☐ Hard floors mopped
- ☐ Bins emptied
- ☐ Kitchen or tea point
- ☐ Toilets and washrooms
- ☐ Glass and mirrors
- ☐ Consumables restocked

Standard (choose one)

- ☐ Meets the standard
- ☐ Below the standard

What is below standard, and the fix (if applicable)

Photos (photos: attach, or note the file names)

f_row (worked out automatically in the app)

f_meet (worked out automatically in the app)

f_below_nophoto (worked out automatically in the app)

Contract target: areas meeting the standard (%)

From the contract or service level agreement. Leave blank if there is none.

Areas cleaned (worked out automatically in the app)

Areas meeting the standard (worked out automatically in the app)

Areas below standard (worked out automatically in the app)

Areas meeting the standard (%) (worked out automatically in the app)

Against the target (if applicable; worked out automatically in the app)

If applicable: Below the contract target on this visit. Each area below the standard has its fix recorded; raise it at the next contract review if it repeats.

If applicable: An area is below the standard with no photo. A photo of the problem helps the client see what needs fixing and why.

3. Consumables and issues

Restocked (tick all that apply)

- ☐ Toilet paper
- ☐ Hand soap
- ☐ Hand towels
- ☐ Bin liners
- ☐ Kitchen consumables
- ☐ Nothing needed

Found and reported (tick all that apply)

- ☐ Damage
- ☐ Leak
- ☐ Pest signs
- ☐ Faulty lighting
- ☐ Security concern
- ☐ Nothing found

Details (if applicable)

Issues reported to the client (worked out automatically in the app)

Client rating (choose one)

- ☐ Very satisfied ☐ Satisfied ☐ Not satisfied

Client comments

Client name

Client signature

Completed by *

Signature